

## NEOGOV Frequently Asked Questions

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### **Q. What is NEOGOV?**

A. NEOGOV is the State of Wyoming's online hiring system that allows applicants to create a user account/profile, apply for current job opportunities with the State of Wyoming and check the status of their applications online. The qualifying process is objective and applications that pass are quickly submitted to the Agencies for their review and consideration. Agencies have the ability to notify applicants via email for all steps in the process.

### **Q. How do I apply online for a job with the State of Wyoming?**

A. Online applications are submitted through our website. There you will find a link to our **employment opportunities**, and will be able to create an account and apply for jobs. Remember to keep a record of your username and password once you have set up an account as you will need it to apply for other positions or to check the status of your application. If you already have an account with GovernmentJobs.com, your username, email, and account is the same and you do not have to create another.

### **Q. What if I don't have a computer / internet access?**

A. There are a number of ways to access the State of Wyoming's NEOGOV online hiring application system: You may use the public computers located at any public library, or you may use the resources available at any Wyoming Workforce Center. You may also use the applicant customer service computers at the State of Wyoming Human Resource Division Applicant Services office which is located at 2001 Capitol Avenue, Emerson Building Room 127, Cheyenne, Wyoming 82002.

### **Q. Can I submit a paper application?**

A. Yes, but paper applications are discouraged, as this process may delay the submission of your application. The Human Resources Division will manually enter your application; an additional sheet with qualification questions pertaining to the specific job you are applying for will also need to be completed. Additionally, without an email address the process does not provide the applicant with status updates. **NOTE: If your application is incomplete, you may miss the deadline to apply.**

Applicants without computer access are encouraged to use their local library, Wyoming Workforce Center, or come into the State of Wyoming Human Resources Division Applicant Services office to complete the online application.

**State of Wyoming Human Resource Division Applicant Services office is located at: 2001 Capitol Avenue, Emerson Building Room 127, Cheyenne, Wyoming 82002.**

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If you continue to be unable to access the NEOGOV system electronically, you can obtain a paper application by contacting the A&I HRD office at 307-777-7188 to request an application be e-mailed or faxed to you. **Please Note: only the current State of Wyoming Application is accepted.**

### **Q. I forgot my username and/or password. What should I do?**

A. Go to [governmentjobs.com](http://governmentjobs.com), and click on “I Forgot My Username and/or Reset Password” to have the information e-mailed to you. This process is normally completed within 15 minutes. You must have an email address registered with NEOGOV, for this process to complete successfully. If this is unsuccessful, please call the vendor’s toll free applicant customer support line at 1-855-524-5627.

### **Q. How can I be sure my online application was received?**

A. Once you press the “submit” button your application is received. After submitting your online application you will receive email confirmation within approximately five minutes of applying. You may also check your own password-protected profile for verification that your application was submitted.

**Note:** Pressing “submit” a number of times will re-apply the same application numerous times and does not increase your chances of selection. If you need to modify your application because you forgot an item, need to alter it, or attach another document, you may do so and then reapply with the corrected application if the posting is still open.

### **Q. How do I check the status of my application?**

A. In your applicant access portal you will find your current status displayed by the title of the job position under the date of applying, in the “history”. The hiring agencies will review applicants passing the minimum qualifications (MQ’s) for the specific job. Applicants not passing the job specific requirements (MQ’s) will see “failed” and will not move forward in the process.

If the job posting has expired and your application is in “Agency HR Review” and you have not received status notification via email or phone, please contact the **hiring agency** directly. The hiring agency website address can often be located in the Supplemental Information section at the bottom of each Job Posting. Contact information can be obtained from their web site. The State of Wyoming Human Resources Division cannot provide information as to your current application/selection status.

### **Q. I cannot access the online application. What should I do?**

A. Our online Job Application system is provided by NEOGOV. If you have problems applying online, please contact NEOGOV directly. NEOGOV as of 09/01/2014 has a new phone number for technical support to applicants or employers calling on behalf of applicants. The NEOGOV toll free Applicant Support telephone line is 1-855-524-5627. You will be asked to leave a message, NEOGOV will email a password reset to you.

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Here are a few trouble shooting tips below from NEOGOV that may assist you in resolving your access problems:

- **Clear cookies on your browser- hold down Ctrl + Shift + Delete simultaneously. A small window should pop up with options. Select the box next to the option to clear Cookies, as well as clear their Cache / Temporary Internet Files. Once cleared, exit out of all browser windows completely in order for cookies and cache to fully be deleted.**
- **Try a different internet browser. It is possible that you are running on an outdated browser. The internet browsers that are recommended: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Safari.**
- **We do not recommend using mobile devices. If you are attempting to log in/ apply via tablet or mobile phone, may we suggest that you try on a laptop or desktop.**
- **Many times, if you are attempting to log in with an incorrect username, or already have an account, you will see the "invalid" error message. If you are attempting to create an account and see the invalid username or email address message, this means that that username is already in use, or you already have an account in the system using that email address.**

### **Q. What if I don't have that email anymore?**

A. Contact NEOGOV directly. The NEOGOV toll free Applicant Support telephone line is 1-855-524-5627. You will be asked to leave a message and provide detailed information including: your name, your user name, your old email address, and the new email address. NEOGOV will contact you.

### **Q. Why can't I have the username I want?**

A. Each user name must be unique and cannot be used by more than one person. This is a national website and the username that you are trying to use may be in use by someone else. If you are having difficulty with your username, contact NEOGOV directly. The NEOGOV toll free Applicant Support telephone line is 1-855-524-5627. You will be asked to leave a message; you will need to provide the following information: your name, phone number and email address. NEOGOV will contact you.

### **Q. When creating my applicant account, I am told my email is in use or not available. What does this mean?**

A. Each email address can only have one user in NEOGOV. If you receive this message, you most likely already have an account with GovernmentJobs.com. You probably have set up the account in another state or under a different username. If you are not able to remember it you can click on **Forgot Username and Reset Password**. If this is unsuccessful, please call the NEOGOV toll free Applicant Support telephone line at 1-855-524-5627. You will be asked to leave a message; and will need to provide your name, phone number, email address, and a short description of the problem(s) you are experiencing. NEOGOV will contact you.

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**Q. Can I print my on-line application?**

A. When you have completed your application and applied for a position you will have the “Print” feature available. Currently applications not completed are not printable.

**Q. What if I need further technical assistance and need to contact customer support?**

A. For application technical support – you may contact the NEOGOV toll free Applicant Support telephone line at 1-855-524-5627. You will be asked to leave a message; and will need to provide your name, phone number, and email address.